

CLASS TITLE: **Clerk II**

CHARACTERISTICS OF THE CLASS: Under supervision, performs a variety of routine clerical duties for various City departments and offices; and performs related duties as required.

EXAMPLES OF DUTIES: Gathers, tabulates and proofreads data for various activity of statistical reports; records data in ledgers and/or logs and checks for accuracy; performs basic mathematical calculations; reviews a variety of documents including applications, requisitions, forms and ledgers for accuracy and completeness; receives, sorts, batches and files office records, correspondence, applications and related data; prepares and maintains a variety of files including standard office files, library catalog files, case folders and patient charts; answers telephone calls and directs general inquiries and complaints to proper source for handling; performs timekeeping functions such as recording absences, totaling hours worked, and maintaining individual time records; sorts and delivers office mail; stores permanent records of City Council proceedings.

Files and pulls patients charts, medical certificates and/or library materials; registers, admits and schedules patients at health centers or clinics; telephones and mails letters to patients who have failed to keep appointments at clinics; codes, registers, issues and distributes birth and death certificates; codes and files data for electronic computer systems; transports staff members and office supplies to and from field offices; may type routine records and forms.

DESIRABLE MINIMUM QUALIFICATIONS:

Training and Experience. Six months of clerical experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skill. Some knowledge of clerical procedures and practices. Some knowledge of procedures used in the storage of records. Some knowledge of mail processing operations.

Ability to follow oral and written instructions. Ability to deal courteously with the general public. Ability to file and maintain records. Ability to perform basic mathematical calculations.

Skill in the application of clerical methods and procedures. Skill in the application of basic recordkeeping procedures.

March, 1990